



**SACRAMENTO REGIONAL TRANSIT DISTRICT
invites applications for the position of:**

Dispatcher (Elk Grove Service)

SALARY: \$16.12 - \$21.13 Hourly

DEPARTMENT: Elk Grove Service

OPENING DATE: 10/29/19

CLOSING DATE: 11/11/19 11:59 PM

DESCRIPTION:

OFFICIAL DMV PRINTOUT IS REQUIRED AT THE TIME OF APPLICATION

**Only official K4 DMV printouts issued by the Department of Motor Vehicles are acceptable.
Online DMV printouts will not be accepted.**

Responsible for the direct day-to-day communications and interactions with Operators and clients. Tracks and reports sign-in and sign-out times, assures routes are timely, and communicates service issues to management as appropriate.

EXAMPLES OF DUTIES:

1. Takes client calls and communicates issues with Operators and management or Dispatch.
2. Monitors radio, telephones and on-road provision of service to ensure quality.
3. Monitors and completes Operator sign-in and sign-out daily.
4. May dispatch Operators to ensure adequate disbursement of trips between all assigned routes.
5. Monitors daily system performance.
6. Participates in analysis and review of operating performance.
7. Notes closed and/or late starting of routes and communicates same to management and/or Superintendent as appropriate.
8. Performs other related duties as assigned.

POSITION STATUS

This position will be considered a "termed" position, operating Elk Grove Services, and incumbents should recognize the position could be eliminated if the contract is terminated.

MINIMUM QUALIFICATIONS:

Required Prior Education:

High School Diploma or equivalent.

Required Prior Experience:

Two (2) years of Customer Service experience required.

One (1) year previous Dispatcher experience preferred.

Previous experience with Trapeze software preferred.

Required Licenses and/or Certificates:

- Must possess a valid California Driver's License

Required Knowledge:

- Knowledge of Elk Grove Service Area preferred.

Required Skills & Abilities:

- Must be able to read, write and speak English.
- Bilingual preferred(able to understand and speak fluent Spanish).
- Ability to handle multiple tasks simultaneously and maintain composure under pressure in a fast pace environment.
- Able to demonstrate a high customer service commitment.
- Able to demonstrate professional telephone manners.
- Able to maintain current DOT medical certificate as provided by SacRT.
- Able to comply with drug and alcohol testing provisions for safety-sensitive employees as required by the FTA, Department of Transportation (49 CFR, Parts 40 and 655).

Candidates must submit an official K4 DMV printout, dated October 29, 2019 or thereafter, at time of application in order to be considered. Only official DMV printouts issued by the Department of Motor Vehicles are acceptable. Online DMV printout will not be accepted.

FILING INSTRUCTIONS/SUPPLEMENTAL INFORMATION:

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other examination segments of the selection process. An employment application and official K4 DMV printout are required for this position. Applications, job announcements, and copies of the complete job description are available through our website at www.sacrt.com.

Completed employment application and official K4 DMV printout, as outlined above, must be submitted online not later than Monday, November 11, 2019. RT will not process incomplete applications. Resumes are not accepted in lieu of an application, but may be included with the application. For more information on benefits, a summary sheet is available from the Human Resources Department. The Human Resources Department will make reasonable efforts in the recruitment process to accommodate candidates with disabilities. For more information, contact the Human Resources Department at (916) 556-0298.

SacRT has a stand alone pension plan which is not part of, nor does it have reciprocity with CalPERS.

RT is an Equal Opportunity Employer EOE - Minorities/Women/Disabled/Veterans.

This position falls under the ATU, Local 256 Collective Bargaining Unit

2810 O Street
 Sacramento, CA 95816
 (916) 556-0298

Position #2019-00157
 DISPATCHER (ELK GROVE SERVICE)
 YH

Dispatcher (Elk Grove Service) Supplemental Questionnaire

- * 1. Describe your dispatching work experience including any experience within the public transit industry. In your response, include your job title, the employer and number of years/months you performed the function.

- * 2. Describe, in detail, your experience providing great customer service. In your response, include your job title, the employer and number of years/months you performed the function.

- * 3. Please indicate if you are bilingual (English/Spanish fluent).
 - Yes No

* Required Question